



Department of Medical Assistance Services
600 East Broad Street, Suite 1300
Richmond, Virginia 23219

<http://www.dmas.state.va.us>

MEDICAID MEMO

TO: All Providers of Durable Medical Equipment

FROM: Cynthia B. Jones, Director
Department of Medical Assistance Services (DMAS)

MEMO: Special

DATE: 7/02/2014

SUBJECT: Modify Durable Medical Equipment (DME) Rates to Match Medicare Competitive Bid Rates

The purpose of the memo is to inform you of a change in payment rates for certain durable medical equipment (DME) services for dates of service on or after July 1, 2014. Item 301.XXX of the Appropriations Act mandates that the Department of Medical Assistance Services amend the State Plan for Medical Assistance Services to pay rates for DME items which are subject to the Medicare competitive bidding program equal to the lower of the current durable Medical Equipment Regional Carrier (DMERC) minus 10 percent or the average of the Medicare competitive bid rates in the Virginia markets. Medicare competitive rates are for selected items in the Virginia markets of Richmond, Virginia Beach/Norfolk and Arlington/Alexandria.

The rates effective July 1, 2014 for DME will be available in Appendix B of the DME provider manual on the Virginia Medicaid Provider Web Portal under Provider Services. The rates are also available on the DMAS website www.dmas.virginia.gov under What's New, Search CPT & Procedure Fee Schedule Files, HCPC Codes or Procedure Fee Audit Trail.

COMMONWEALTH COORDINATED CARE

Commonwealth Coordinated Care (CCC) is a new initiative to coordinate care for individuals who are currently served by both Medicare and Medicaid and meet certain eligibility requirements. Please visit the website at <http://www.dmas.virginia.gov/Content/pgs/altc-home.aspx> to learn more.

MEDICAID WEB PORTAL

DMAS offers a web-based Internet option to access information regarding Medicaid or FAMIS member eligibility, claims status, payment status, service limits, service authorizations, and electronic copies of remittance advices. Providers must register through the Virginia Medicaid Web Portal in order to access this information. The Virginia Medicaid Web Portal can be accessed by going to: www.virginiamedicaid.dmas.virginia.gov. If you have any questions regarding the Virginia Medicaid Web Portal, please contact the Xerox State Healthcare Web Portal Support Helpdesk, toll free, at 1-866-352-0496 from 8:00 a.m. to 5:00 p.m. Monday through Friday, except holidays. The MediCall audio response system provides similar information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider. Providers may also access service authorization information including status via KEPRO's Provider Portal at <http://dmas.kepro.com>.

"HELPLINE"

The "HELPLINE" is available to answer questions Monday through Friday from 8:00 a.m. to 5:00 p.m., except on holidays. The "HELPLINE" numbers are:

1-804-786-6273 Richmond area and out-of-state long distance
1-800-552-8627 All other areas (in-state, toll-free long distance)

Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid Provider Identification Number available when you call.